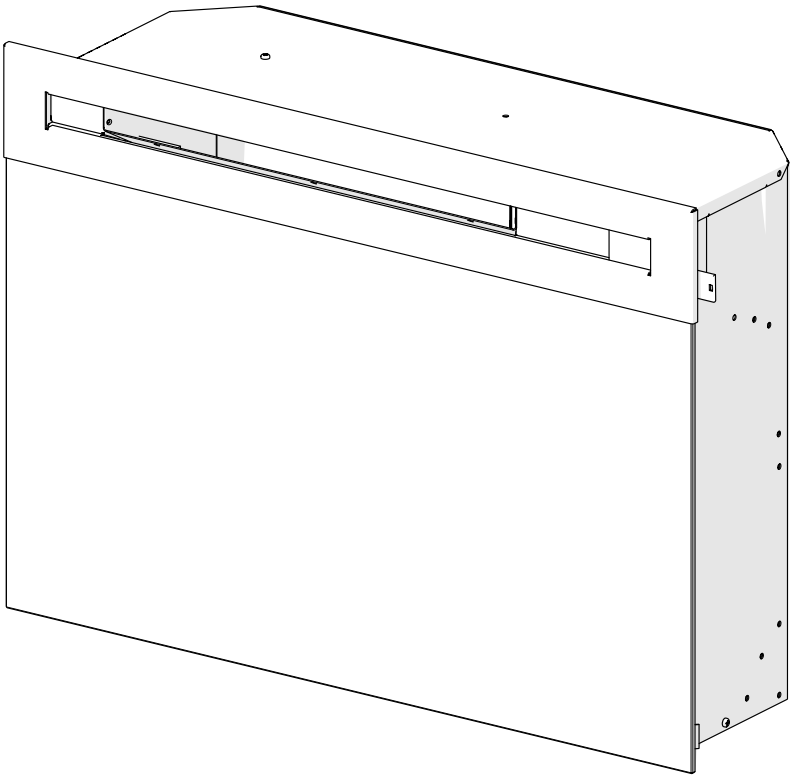
Dimplex®

Better solutions through innovation

Service Manual



Model Number:
PF2325
PF3033

UL Part Number
690932XXXX

IMPORTANT SAFETY INFORMATION: Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

REV	PCN	DATE
00	-	2-OCT-14

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Always use a qualified technician or service agency to repair this fireplace.

! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.

OPERATION

⚠ WARNING: This electric firebox must be properly installed before it is used.

This firebox operates with Comfort$aver™ technology, which automatically adjusts the fan speed and heater wattage to safely and precisely match the requirements of the room based on the thermostat setting. The heater operates such that once the room reaches the set point, the fan and heater will continuously run at a low level, to maintain the desired room temperature. If the temperature in the room rises significantly, i.e. sun coming through a window or a central furnace turns on, the heater and fan will turn off and periodically turn back on to circulate the air around the unit, until the room temperature drops and requires the heater to be constantly on again.

! NOTE: The unit is designed so that the fan will run continuously while the heater is on.

! NOTE: The element retains heat after shutdown, there is a built in cool down period of ***1 minute*** before the fan shuts off completely.

gWave™ Controls

The fireplace can be operated by a simple “wave” in-front of the unit. By waving your hand vertically approximately 4 in. (102 mm) in-front of the gWave™ sensor in the upper right hand corner of the unit, the unit and different control functions can be activated. This is also indicated by the LED light turning green.

There is a Gesture On/Off button located below the LED pilot light which can be used to turn this feature On or Off. It is recommended that a straightened paperclip be used to press the button through the small hole. When the gWave™ controls are turned off, the green light will flash 4 times before turning off and it will remain solid green when the gWave™ controls are active.

! NOTE: The unit is programmed to have a built in demonstration mode to exhibit all of the functions of the unit in a 95 second period of time. This can be activated by holding your hand in front of the gWave™ sensor for 7 seconds. When the unit has gone through the demonstration mode once it will return to the previous operation.

Remote Operation

The fireplace is supplied with an IR multifunction remote control.

! NOTE: To operate correctly, the remote control must be pointed towards the front of the unit.

Controls

1. ⏻ Standby: Turns unit On or Off.

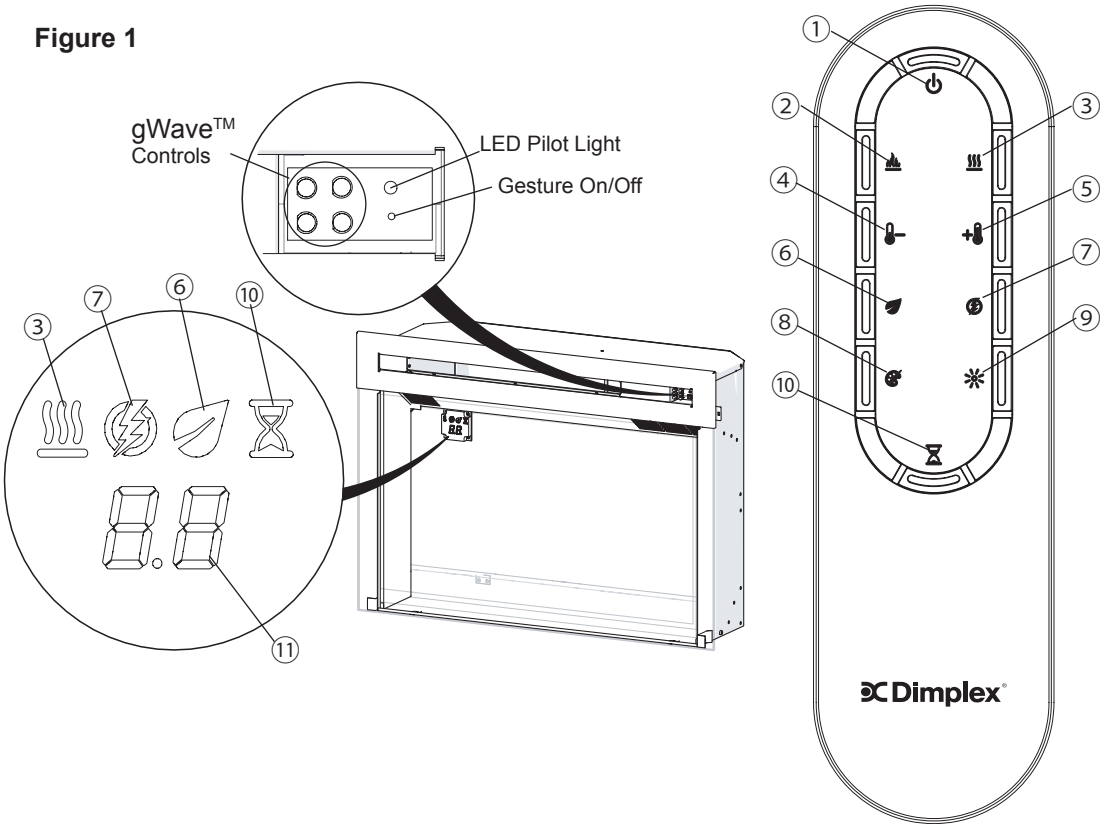
→ Activated by pressing the corresponding button on the remote or “waving” in-front of the gWave™. “Waving” up will turn the unit On and “Waving” down will turn the unit Off.

• The unit will turn on with the same functions that it was set to when it was turned Off and the intake temperature will be indicated on the On Screen Display.

! NOTE: When any button is pressed the intake temperature will be displayed on the On Screen Display for 5 seconds.

2. Flame On/Off: Turns the flame effect On or Off.

Figure 1



→ Activated by pressing the corresponding button on the remote or “waving” in-front of the gWave™ - wave up to turn on and wave down to turn off.

• When On the flame effect is visible in the unit.

3. Heat On/Off: Turns the heater On or Off.

→ Activated by pressing the corresponding button on the remote or holding your hand in-front of the gWave™ for 3 seconds.

• Indicated by the icon and intake temperature being illuminated on the Floating Display™ and the heater turning On or Off.

! NOTE: The heater can be operated when the flame is not visible. In this case the icon will remain on the Floating Display™ until the heater is turned off or the flames are turned back on.

4. Temperature Down: Decreases the heat output.

→ Adjusted by repeatedly pressing the corresponding button on the remote.*

• Indicated by setpoint temperature on the Floating Display™ decreasing and the speed of the fan decreasing to reduce the amount of heat being projected into the room.**

5. Temperature Up: Increases the heat output.

→ Adjusted by repeatedly pressing the corresponding button on the remote.*

• Indicated by the setpoint on the Floating Display™ increasing and the speed of the fan increasing to increase the amount of heat being projected into the room.

***** The first time the button is pressed the current temperature set point will be displayed for 5 seconds.

****** The temperature can be adjusted from 5 °C to 30 °C (41 °F to 86 °F).

! NOTE: Pressing the then will toggle between °C and °F.

6. Eco: Runs the heater in a reduced wattage range when activated.

→ Adjusted by pressing the corresponding button on the remote when the heater is on.

• Indicated by the icon being illuminated on the Floating Display™ and the speed of the fan will decrease proportionally.

7. Boost: Turns On/Off the heater boost function. Runs the unit at the full rated wattage.

→ Activated and adjusted by repeatedly pressing the corresponding button on the remote.

• Indicated by the heater running at full heat, for a predetermined amount of time, to quickly heat up a cold room/space. The Boost can be set for a maximum of 20 minutes, in 5 minute increments.

8. Multi-Fire XD™: Scrolls through the different media theme color presets for the media, flame base and top lights.

→ Changed by repeatedly pressing the corresponding button on the remote.

• Cycles through the different preset ambient lighting settings of the unit, this includes different combinations of colours of the top lighting, flame base and media lighting (if applicable).

! NOTE: The last option is a personalized colour setting (“P”), where using the buttons on the remote the lighting of the unit can be adjusted to any shade of any colour. The initial setting is no light (Red=0, Blue=0, Green=0) and can be adjusted, while the display is flashing, by pressing the outlined buttons (below) to adjust the tones.

Red Tones: increase and the decrease.

Green Tones: increase and decrease.

Blue Tones: increase and decrease.

9. Brightness: Changes the brightness of the lights in the unit.

→ Adjusted by repeatedly pressing the corresponding button on the remote.

• Indicated by the second digit on the Floating Display™ changing to show: “A” (high), “b” (low), “C” (high with media flicker) and “d” (low with media flicker).

! NOTE: Media flicker is not an option on the Multi-Fire XD™ levels 5, 6 or P.

10. Sleep timer: Turns the unit off after a preset duration (from 30 minutes (0.5h) to 8 hours, in ½ hour increments).

→ Activated and adjusted by repeatedly pressing the corresponding button on the remote.

• Indicated by the Floating Display™ changing to indicate 30 minutes (0.5 h) through 8 hours. The fireplace will automatically turn off when the sleep timer reaches zero minutes. The sleep timer can be cancelled at any time by pressing the sleep timer button repeatedly until the sleep timer will no longer be visible.

11. Numerical Display

→ Default display will be the heater air intake temperature or settings (eg. Multifire XD, Brightness, etc.)

Disable Heat

If desired, depending on the season, the heater on the unit can be disabled. The unit will operate in the same fashion, with remainder of the controls.

Pressing the then will enable or disable the heater. When in the heat disable mode, the temperature reading/setting on the On Screen Display™ displays nothing (“--”).

! NOTE: The heater will not work when the unit is controlled with gWave either.

Checking Software Level

The revision can be checked by press and at the same time.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by unplugging the unit and waiting 15 minutes before plugging the unit back in.

Once power is restored the unit will start to reset itself. During this process you will hear repeated beeps and the Floating Display™ may turn on and off.

⚠ **CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).

Battery Replacement (Figure 3)

To replace the battery:

1. Slide battery cover open on the back of the remote control.
2. Install one 3V (CR 2032) battery in the battery holder.
3. Close the battery cover.

Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.

MAINTENANCE

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

⚠ **CAUTION:** Allow adequate time for the element and body casing to cool before attempting to clean the unit.

It is suggested that the heater be inspected regularly, for cleanliness of the fan exhaust and intake grille, to ensure optimal performance is maintained. The grille can be cleaned by vacuuming off all dust and dirt.

Glass Cleaning

The front glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

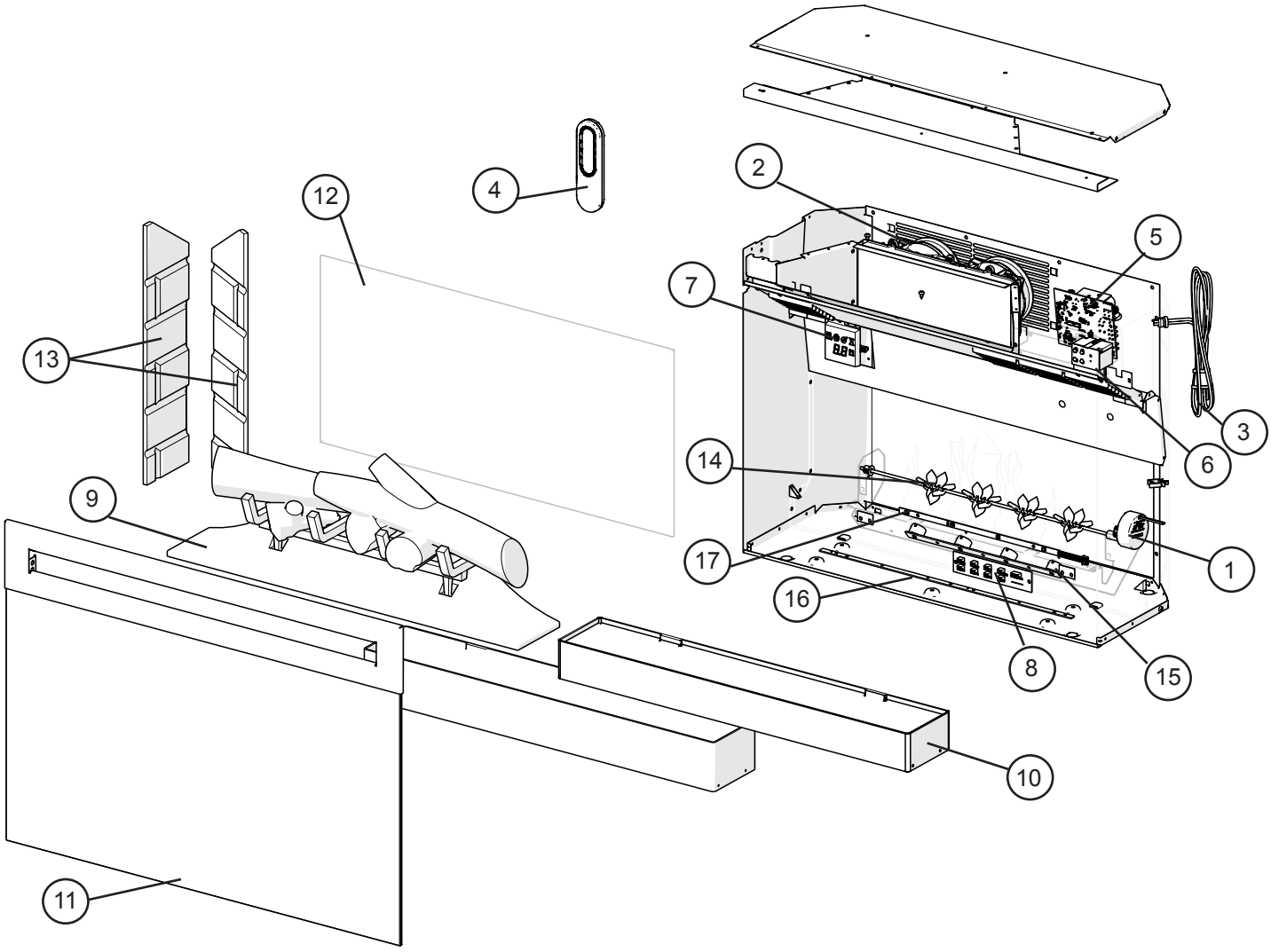
Fireplace Surface Cleaning

To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots.

Servicing

Except for installation and cleaning described in this manual, an authorized service representative should perform any other servicing.

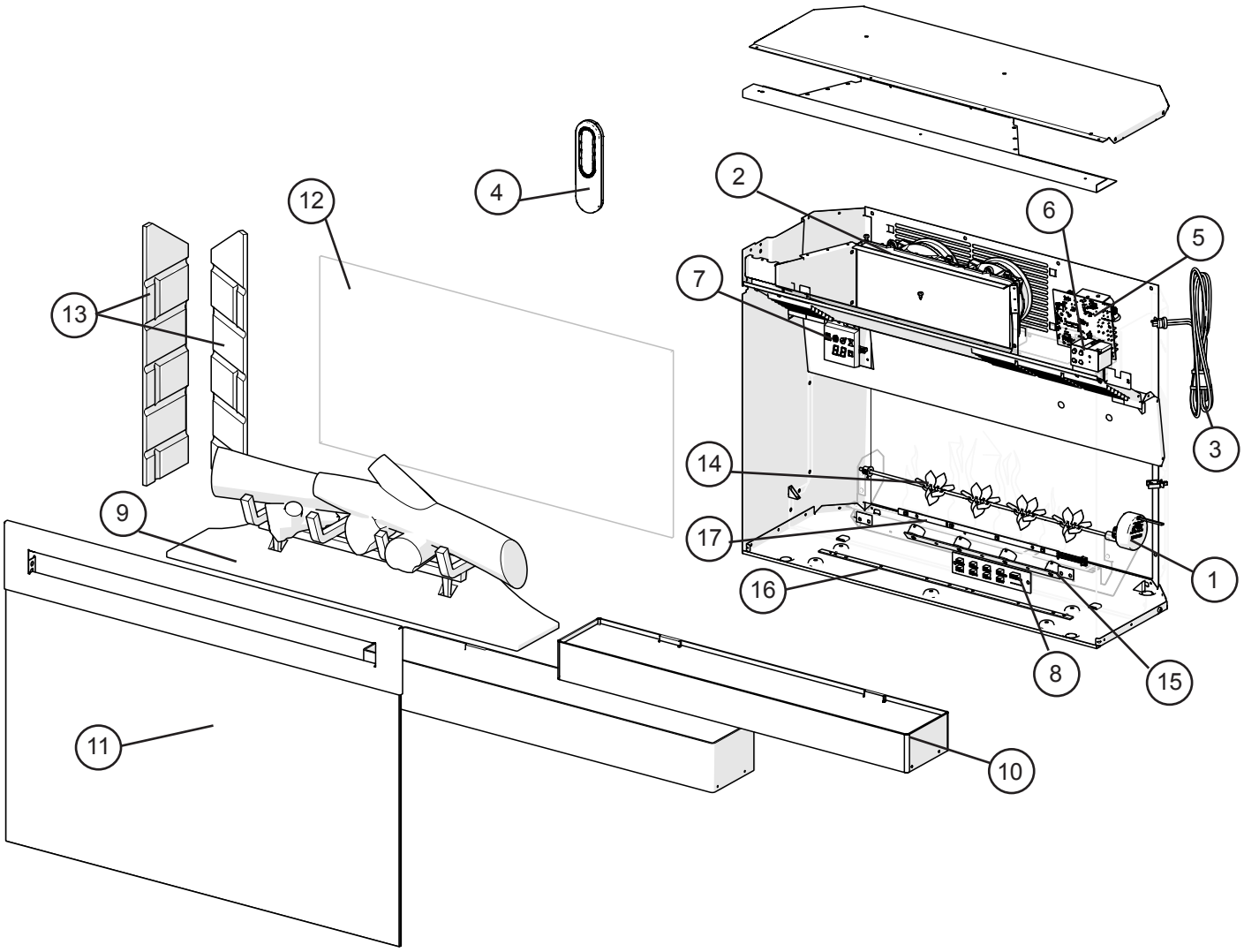
EXPLODED PARTS DIAGRAM - PF2325



Replacement Parts:

1.	Flicker Motor	2000480100RP
2.	Heater Assembly (with cutouts)	2203650100RP
3.	Cord Set	4100090204RP
4.	Remote Control	3001250100RP
5.	Main Control Board	3001260100RP
6.	gWave™ Assembly	3001400100RP
7.	Floating Display™ Assembly	3001470100RP
8.	Electronics Junction Board	3001460100RP
9.	Logset	0441690100RP
10.	Media Tray - Flat	0441580100RP
	Curved	0441580300RP
11.	Front Glass - Flat	1026770100RP
	Curved	1026770300RP
12.	Partially Reflective Glass	5902750100RP
13.	Brick Panet Set	0441600100RP
14.	Flicker Assembly	5902830100RP
15.	Lower Light Assembly	3001310100RP
16.	Media LED Light Assembly	3001330300RP
17.	Flame LED Light Assembly	3001330100RP

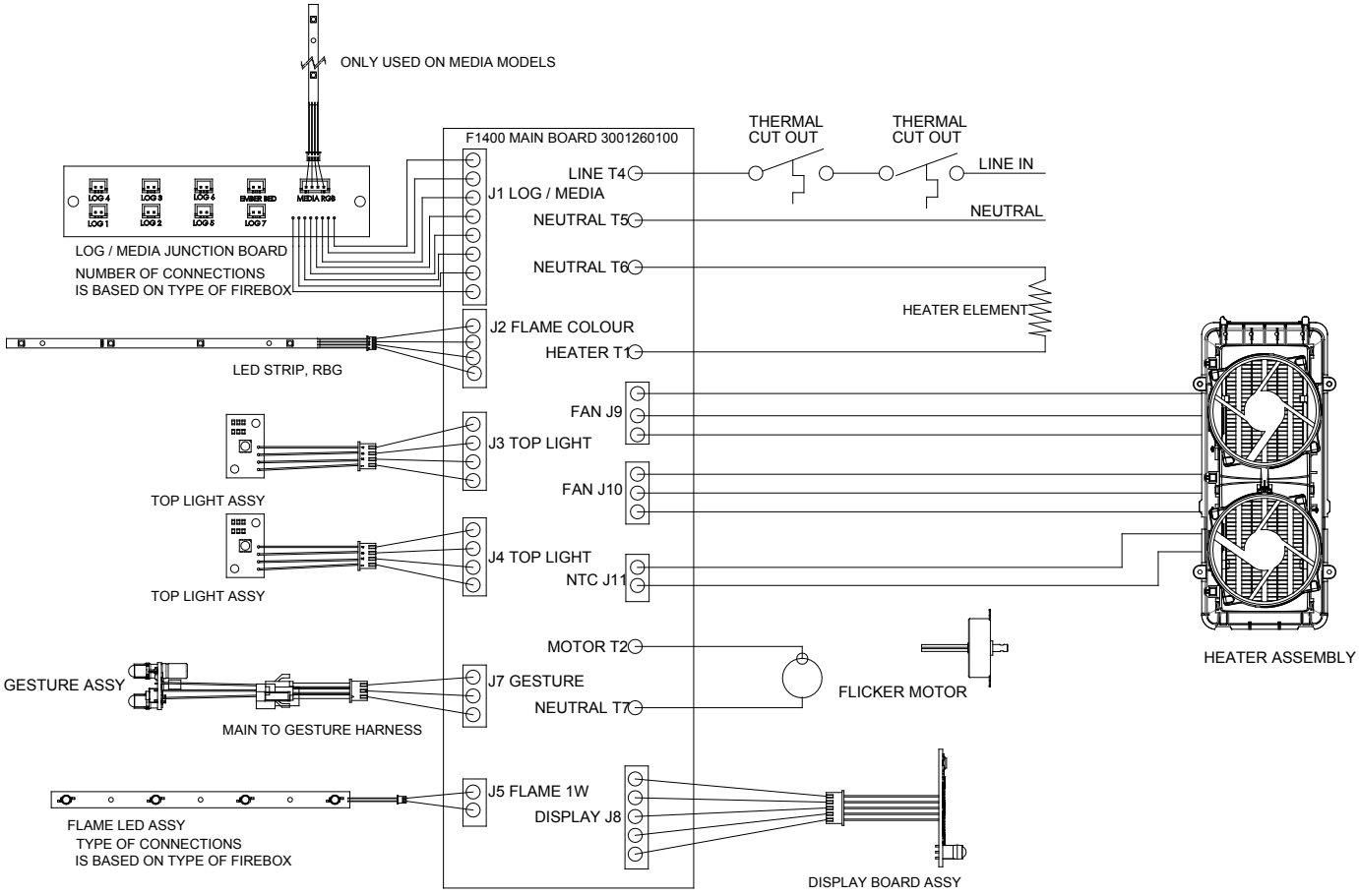
EXPLODED PARTS DIAGRAM - PF3033



Replacement Parts:

1.	Flicker Motor	2000480100RP
2.	Heater Assembly (with cutouts)	2203650100RP
3.	Cord Set	4100090204RP
4.	Remote Control	3001250100RP
5.	Main Control Board	3001260100RP
6.	gWave™ Assembly	3001400100RP
7.	Floating Display™ Assembly	3001470100RP
8.	Electronics Junction Board	3001460100RP
9.	Logset	0441540100RP
10.	Media Tray	0441580200RP
11.	Front Glass	1026770200RP
12.	Partially Reflective Glass	5902750400RP
13.	Brick Panet Set	0441600300RP
14.	Flicker Assembly	5902830200RP
15.	Lower Light Assembly	3001310300RP
16.	Media LED Light Assembly	3001330500RP
17.	Flame LED Light Assembly	3001330300RP

WIRING DIAGRAM



MAIN CONTROL BOARD REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver
Needle Nose Pliers

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the loose media from the unit (if applicable).

Figure 3

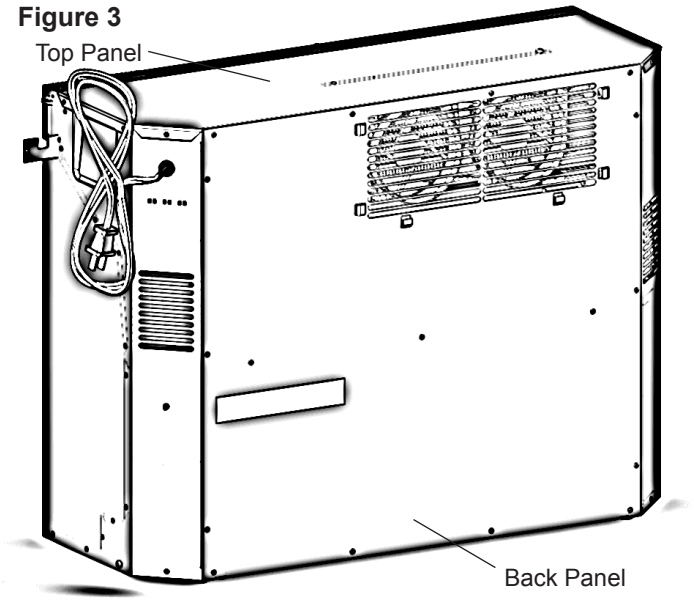
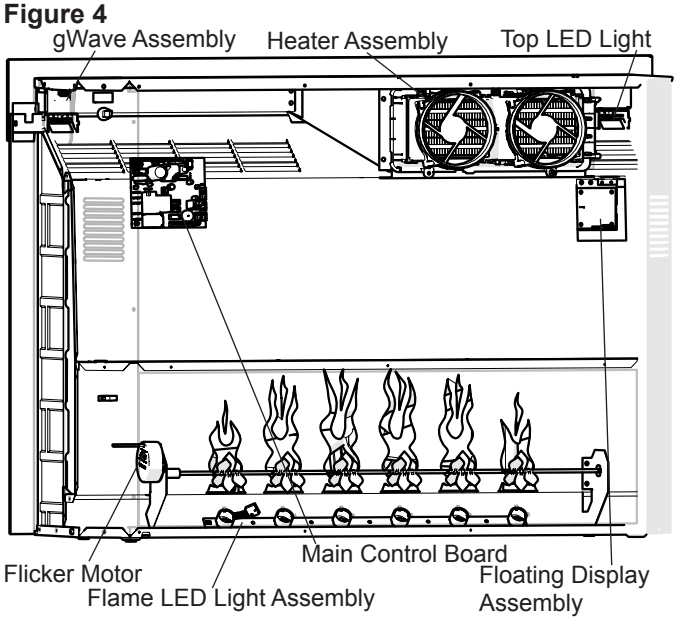


Figure 4



4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 3).
5. Locate the main control board and transfer the wiring connections from the old board to the new board. (Figure 4)

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the main control board to release the wires.

6. Release the main control board from the unit by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the driver board off.
7. Properly orient and insert the new main control board.
8. Reassemble in the reverse order as above.

FLAME LED LIGHT AND MEDIA LIGHT ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver
Small Adjustable Wrench

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

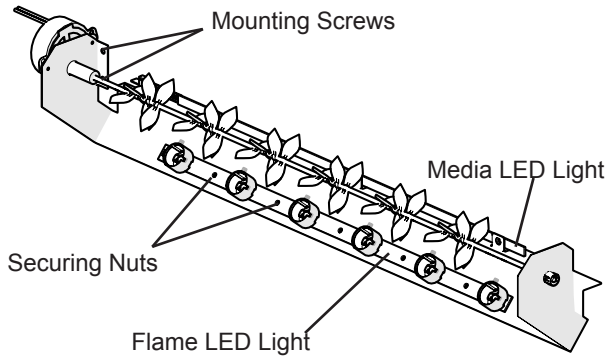
⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 3).
5. Locate the flame LED light assembly, at the bottom of the unit. (Figure 4)
6. Locate and remove the two screws on either end securing the bracket, that the light assembly and the flicker rod are attached to, and remove assembly (Figure 5).
7. Using the small adjustable wrench remove the 3 nuts to remove the LED light assembly.

Figure 5



8. Follow the wiring to the main control board and replace with new connection.
9. Properly orient and insert the new LED light assembly.
10. Reassemble in the reverse order as above.

FLOATING DISPLAY ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 3).
5. Locate the floating display assembly. (Figure 4)
6. Remove the 2 screws located at the top of the assembly, gently remove the board and surrounding bracket.
7. Follow the wiring to the main control board and replace with new connection.
8. Properly orient and insert the new floating display assembly.
9. Reassemble in the reverse order as above.

TOP LIGHT REPLACEMENT

Tools Required: Phillips Head Screwdriver
Needle Nose Pliers

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 3).
5. Locate the top light that requires to be replaced. (Figure 4)
6. Release door that houses the LED light board by pressing the tab to the left and opening the door.
7. Release the LED light board from the top panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the board off.
8. Follow the wiring to the main control board and replace with new connection.
9. Properly orient and insert the new board.
10. Reassemble in the reverse order as above.

HEATER ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 3).
5. Locate the heater assembly and disconnect the wiring connections noting their original locations.

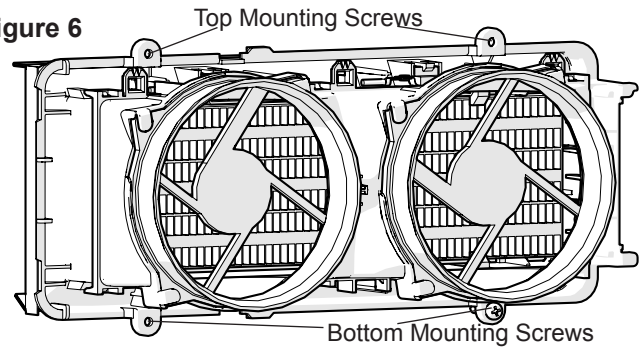
! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

6. Remove the 4 screws that secure the heater assembly to the unit (2 on the top and 2 on the bottom). (Figure 6)
7. Properly orient and install the new heater assembly and connect all of the wiring.

⚠ **WARNING:** Ensure wires do not come in contact with moving parts by securing wires in wiring tie wraps.

8. Reassemble in the reverse order as above.

Figure 6



POWER CORD REPLACEMENT

Tools Required: Phillips Head Screwdriver
Needle Nose Pliers

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 3).
5. Locate the power cord and disconnect the wiring connections noting their original locations.

! **NOTE:** A flat head screwdriver can be used to gently pry between the end of the connector and the switch to release the wires.

6. With needle nose pliers, grasp the power cord strain relief grommet from inside the back of the bottom panel and push while twisting to remove.
7. Install the new power cord.
8. Reassemble in the reverse order as above.

FLICKER MOTOR & ROD REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver
Needle Nose Pliers

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the loose media from the unit (if applicable).
4. Remove the 14 screws around the back panel of the firebox and the 3 along the middle of the panel (Figure 3).
5. Locate the flicker motor and flicker rod.
6. Remove the 2 screws that secure the flicker rod mounting bracket to the unit.
7. Locate and disconnect the 2 motor assembly wires going to the main control board.
8. Remove the 2 motor mounting screws.
9. Separate the motor from the flicker connector and remove.
10. Slide the flicker rod out of the snap-in bushing and remove.
11. Reassemble in the reverse order as above.

GWAVE ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the loose media from the unit (if applicable).
4. To loosen the back panel to allow removal of the top pane, remove the 4 screws along the top of the back panel and the first screw along either side of the back of the unit.
5. Remove the 12 screws around the top panel of the firebox and the 2 along the middle of the panel (Figure 3).
6. Remove the front portion of the panel, as well, by removing the 5 screws along the top.
7. Locate the gWave assembly (Figure 4).
8. Release the gWave assembly from the top panel by gently depressing the tab on the top of the assembly with the flat head screwdriver and gently remove.
9. Properly orient and connect the new assembly.
10. Reassemble in the reverse order as above.

LOGSET REPLACEMENT

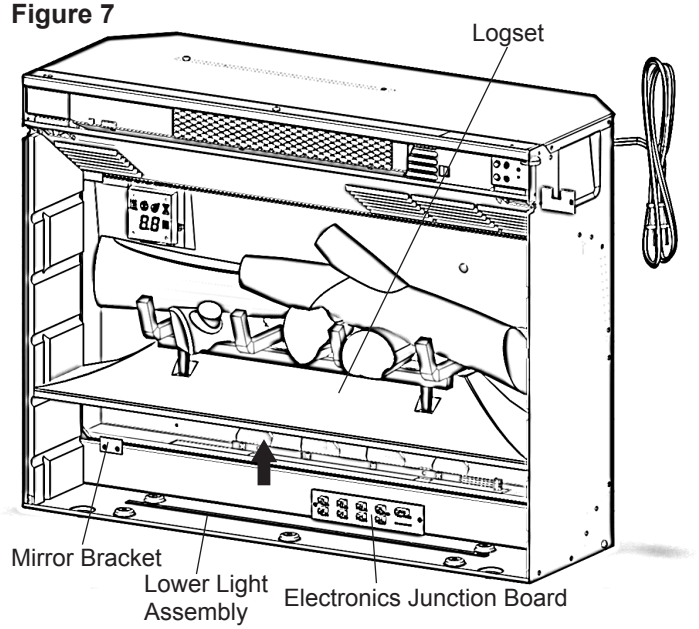
Tools Required: Phillips Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

Figure 7



⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the brick panels from either side of the unit, they are attached using magnets.
4. Gently place the unit its back to expose the bottom of the unit. Remove the 4 screws from bottom and 2 screw form either side that secure the logset.
5. Lift the logset out of the unit, being careful not to strain the electronic cords.
6. Remove the electrical connections from the electronics junction board, replace with new logset connections.
7. Reassemble in the reverse order as above.

ELECTRONICS JUNCTION BOARD REPLACEMENT

Tools Required: Phillips Head Screwdriver
Needle Nose Pliers

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the brick panels from either side of the unit, they are attached using magnets.
4. Gently place the unit its back to expose the bottom of the unit. Remove the 4 screws from bottom and 2 screw form either side that secure the logset.
5. Lift the logset out of the unit, being careful not to strain the electronic cords.
6. Locate the electronics junction board and disconnect the wiring connections noting their original locations. (Figure 7)
7. Release the junction board from the bottom panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the driver board off.
8. Properly orient and install the new electronics junction board and connect all of the wiring.
9. Reassemble in the reverse order as above.

LOWER & MEDIA LIGHT ASSEMBLY REPLACEMENT

Tools Required: Phillips Head Screwdriver
Needle Nose Pliers

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

⚠ **WARNING:** Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

⚠ **CAUTION:** Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the brick panels from either side of the unit, they are attached using magnets (if applicable).
4. Gently place the unit its back to expose the bottom of the unit. Remove the 4 screws from bottom and 2 screw form either side that secure the logset.
5. Lift the logset out of the unit, being careful not to strain the electronic cords.
6. Locate the lower light assembly and disconnect the wiring connection from the electronics junction board noting the original location. (Figure 7)
7. Release the light assembly from the bottom panel by using needle nose pliers to depress the tab on the mounting standoffs and gently lift the light assembly off.
8. Properly orient and install the new light assembly and connect all of the wiring.
9. Reassemble in the reverse order as above.

PARTIALLY REFLECTIVE GLASS REPLACEMENT

Tools Required: Phillips Head Screwdriver
Flat Head Screwdriver

⚠ **CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for heating elements and top panel to cool off to avoid accidental burning of skin.

WARNING: Disconnect power before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Unplug the unit from power outlet.
2. Remove the firebox from the front of the mantel and remove front glass assembly (glass lifts off).

CAUTION: Even though the glass is safety glass it may break if bumped, struck of dropped. Care must be taken when handling the glass.

3. Remove the brick panels from either side of the unit, they are attached using magnets.
4. Gently place the unit its back to expose the bottom of the unit. Remove the 4 screws from bottom and 2 screw form either side that secure the logset.
5. Lift the logset out of the unit, being careful not to strain the electronic cords.
6. Locate and remove the 2 brackets that hold the partially reflective glass in the unit (along the bottom). (Figure 7)
7. Gently pry the glass forward using a flat head screw-driver, being careful not to damage the corner tabs.
8. Transfer the rubber corner tabs from the old glass to the new glass. Properly orient and install the new glass.
9. Reassemble in the reverse order as above.

TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION	PART NUMBER
General			
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.	
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.	
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit	
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on	
	Defective power cord	Replace power cord if cord gets hot to the touch.	4100090204RP
Appearance			
Fireplace does not turn on with the gWave controls	Improper operation	Refer to Operation Section	
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel	
	Loose wiring	Check wiring connections	
	Defective gWave assembly	Replace the gWave assembly	3001400100RP
Fireplace does not turn on with the Remote Control	Improper operation	Refer to Operation Section	
	The batteries in the remote control are dead.	Install new battery into the remote control.	
	Defective remote control	Replace the remote control	3001250100RP
	Defective floating display assembly	Replace the floating display assembly	3001470100RP
Flame Frozen	Loose wiring	Check wiring connections	
	Defective Flicker Motor	Replace Flicker Motor	2000480100RP
Flame is not visible	Loose wiring	Check wiring connections	
	Flame LED light assembly is not working	Replace flame LED light assembly	23” - 3001330100RP 30” - 3001330300RP
	Defective main control board	Replace the main control board	3001260100RP
Flame Shudder	Defective Flicker Motor	Replace Flicker Motor	2000480100RP
Logset or Media bed does not light up	Loose wiring	Check wiring connections	
	Media LED light assembly or logset is not working	Replace media LED light assembly or logset	Media 23” - 3001330300RP 30” - 3001330500RP
	Defective electronics junction board	Replace electronics junction board	3001460100RP
	Defective main control board	Replace the main control board	3001260100RP

PROBLEM	CAUSE	SOLUTION	PART NUMBER
Heater			
Heater is not turning on, but flame effect is still functioning	Improper operation	Refer to Operation Section	
	Loose wiring	Trace wiring in unit	
	Defective main control board	Replace the main control board	3001260100RP
	Defective heater assembly	Replace heater assembly	2203650100RP
Heater is turning off after a couple of minutes of operation	Improper operation	Refer to Operation Section	
	Build up of dirt/dust in Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.	
	Defective heater assembly	Replace heater assembly	2203650100RP
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.	
	Defective heater assembly	Replace heater assembly	2203650100RP
Noise			
Excessive noise with the heater on	Dirty Heater Assembly	Ensure that exterior intake louvers and firebox cavity are free of dirt/dust.	
	Defective heater assembly	Replace heater assembly	2203650100RP
Grinding or excessive noise with the heater off	Flicker rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.	
	Defective Flicker Motor	Replace Flicker Motor	2000480100RP